

## CSHS REGIONAL RESOURCE GUIDE – REGION 8

Caldwell - East & West Carroll – Franklin – Jackson – Lincoln – Madison - Morehouse – Ouachita – Richland – Tensas - Union

Organization	Contact		Services/Information	Eligibility	Physician Referral
<b>Advocacy Center</b> <a href="http://www.advocacyla.org">www.advocacyla.org</a>	Toll free Spanish & Vietnamese	<b>800-960-7705</b>	No cost legal services Advocacy/outreach/training Education/Access/Voting	Persons with disabilities and elderly	No
<b>Child Care Assistance Program (CCAP)</b> <a href="http://www.louisianabelieves.com">www.louisianabelieves.com</a>	Toll free	<b>877-453-2721</b>	Child care assistance for children under 13 or under 18 with a disability	Financial criteria; support for low- income families	No
<b>Child Protection Investigation</b> <a href="http://www.dcfs.state.la.us">www.dcfs.state.la.us</a>	State hotline- report*	<b>855-4LA-KIDS</b> <b>855-452-5437</b>	Investigates/validates child abuse/neglect claims	Birth thru 17 yrs	No
<b>Children's Special Health Services (CSHS)</b> <a href="http://www.dhh.la.gov/cshs">www.dhh.la.gov/cshs</a>	Main	<b>318-361-7282</b>	Regional sub-specialty medical clinics and/or care coordination	Financial Criteria; medical criteria Birth– 21 yrs	Yes -MD provides diagnosis
<b>Dental Services (MCNA)</b> <a href="http://www.mcna.net">www.mcna.net</a>	Main Number	<b>800-494-6262</b>	Dental Services	Medicaid Eligible *web site for benefits	No
<b>Dept. of Education - Exceptional Children</b> Child Search Pupil Appraisal  <a href="http://www.doe.state.la.us">www.doe.state.la.us</a>	Caldwell City of Monroe East Carroll Franklin Jackson Lincoln Madison Morehouse Ouachita Richland Tensas Union West Carroll	<b>318-649-6181</b> <b>318-388-3747</b> <b>318-559-3770</b> <b>318-435-9046</b> <b>318-259-8802</b> <b>318-251-9082</b> <b>318-574-4005</b> <b>318-283-1674</b> <b>318-432-5400</b> <b>318-728-5964</b> <b>318-766-3269</b> <b>318-368-9715</b> <b>318-428-4215</b>	Developmental Screening, Special Education preschools; Provide Therapies (ST, OT, PT)	Ages 3 - 21 years Developmental Screening is 3 – 5 years	No
<b>Early Intervention</b>  <b>Early Steps</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	Main Number Toll free	<b>318-322-4788</b> <b>877-322-4788</b>	Developmental Screening and Early intervention; Provide Therapies (ST, OT, PT)	Ages birth – 3 years	No
<b>Emergency/Disaster</b> Am Red Cross <a href="http://www.nelaredcross.org">www.nelaredcross.org</a>	Am Red Cross	<b>888-323-5141</b>	Emergency relief Vietnamese/Spanish Evacuation guides	Disaster relief	No
United Way NE Louisiana <a href="http://www.uwnela.org">www.uwnela.org</a>	United Way	<b>211</b> <b>318-325-3869</b>	Community resource link	Criteria depends on program	
Department of Family Services <a href="http://www.dcfs.state.la.us">www.dcfs.state.la.us</a>	Family Services	<b>888-LAHELPU</b>	24 hr hot line-SSI; WIC; Medicaid; Food Stamps	Financial Criteria	
<b>Families Helping Families Northeast LA</b> <a href="http://www.fhfnela.org">www.fhfnela.org</a> <b>Bayouland FHF Information Center</b> <a href="http://www.blfhf.org">www.blfhf.org</a>	FHF Northeast LA  Family2Family Information Center	<b>318-361-0487</b>  <b>800-331-5570</b>	Information & Referral; Education & Training; Peer to peer support	No charge	No
<b>Health Insurance Marketplace</b> <a href="http://www.healthcare.gov">www.healthcare.gov</a>	Statewide – National Marketplace	<b>800-318-2596</b>	Health Insurance access	Financial Criteria	No
<b>Medicaid/Healthy LA</b> <a href="http://www.bayouhealth.com">www.bayouhealth.com</a>	Information Line	<b>855-229-6848</b>	Medicaid /Healthy Louisiana (*formerly Bayou Health)	Medicaid Eligible	No
<b>Insurance/Medicaid MCO</b> <b>Aetna Better Health</b> <b>Amerigroup</b> <b>AmeriHealth Caritas</b> <b>LA HealthCare Connections</b> <b>United HealthCare</b>	Aetna Amerigroup AmeriHealth LA HealthCare United HealthCare	<b>855-242-0802</b> <b>800-600-4441</b> <b>888-756-0004</b> <b>866-595-8133</b> <b>855-650-6627</b>	Medical, Dental, and behavioral health providers/services	Medicaid Eligible	

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<b>Insurance Helpline</b> <b>Healthy Louisiana</b> <b>Special Needs Help-line</b> <a href="mailto:kcsallan@gmail.com">kcsallan@gmail.com</a> (email)	Statewide Help-line * text, email, or call	<b>504-300-5117</b>	Medicaid/Medicaid MCO - Free assistance with complaints/claim denials and service approvals	Medicaid eligible Child/adult medical & behavioral health claims,*child dental	No
<b>Mental Health Supports</b> <b>Louisiana Federation of Families for Children's Mental Health</b> <a href="http://www.laffcmh.org">www.laffcmh.org</a>	Main Number Parent Line (Toll Free)	<b>225-293-3508</b> <b>800-224-4010</b>	Information& Referral; Education, training and family mentoring for Behavioral Health issues. Peer to peer mentoring youth – 24 yrs	Caregiver, parent & Children with mental/emotional behavioral health issues	No
<b>Mental Health Services</b>  <b>NE Delta Human Service Authority</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>  <b>Office of Women and Children Services</b>	Main  <b>After Hours *</b>  Ouachita	<b>318-362-3339</b>  <b>800-256-2522</b>  <b>318-362-5188</b>	Mental Health/Addictive Disorders *After hours crisis counseling and referrals for youth 6-17 Children & Adolescence  Women's MH/Addictive disorder	Call for eligibility screening Age 6 -18  Women of all ages	No
<b>Office of Citizens with Developmental Disabilities Community Services – Northeast Delta Human Services Authority</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>  <b>NW Resource Center on Developmental Disabilities</b>	OCDD Main Toll free  NW Resource Center (Shreveport)	<b>318-362-3396</b> <b>800-637-3113</b>  <b>318-676-7650</b>	Cash subsidy; Extended family living; ICF/DD Residential services; Individual & Family Support; Support Coordination; Supported living; Voc, Rehab & Transitional Services  DD Technical Assistance; DD Training and Education & more	Developmental Disability eligibility includes Autism, MR, CP (severe), Epilepsy (severe)	No  MD signs forms during enrollment
<b>Personal Care Services</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	PCS Main Toll free	<b>225-342-9485</b> <b>877-455-9955</b> <b>Ext 2</b>	Personal Care Services	Ages birth – 21 yrs Medicaid Eligible Parent can enroll	No – MD signs Enrollment forms
<b>Prescription Assistance Partnership for Prescription Assist</b> <a href="http://www.pparxla.org">www.pparxla.org</a>  <b>St. Vincent De Paul</b>  <b>Wal-Mart</b> <a href="http://www.walmart.com">www.walmart.com</a> <b>Kmart</b> <a href="http://www.kmart.com">www.kmart.com</a>	PPA  SVD  Local store	<b>888-477-2669</b>  <b>504-940-5031</b>  Go to or call local store	Prescription Assistance Low/no cost  Prescription Assistance  \$4-5/30 day supply Kmart \$10/90 day	Financial criteria  Financial criteria  No eligibility - generic formulary	Yes  Yes  No
<b>Shriner's Hospitals for Children (Shreveport)</b> <a href="http://www.shrinershospitals.org">www.shrinershospitals.org</a>	Shriner's	<b>318-222-5704</b>	Orthopedic conditions; Surgery; Therapy; Equipment	No out of pocket cost, must keep appointments	Diagnosis from MD
<b>Social Security Disability</b> <a href="http://www.ssa.gov">www.ssa.gov</a>	SSA Toll free	<b>800-772-1213</b>	Income for disabled <b>*Reapply, if denied</b>	Medical Criteria	Diagnosis from MD
<b>Transportation Medical Appointments</b>  <b>Medicaid/Healthy LA</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	Medicaid Aetna Amerigroup AmeriHealth Caritas LA HealthCare United HealthCare	<b>855-325-7565</b> <b>877-917-4150</b> <b>866-430-1101</b> <b>888-913-0364</b> <b>855-369-3723</b> <b>866-726-1472</b>	Non-emergency medical transport (cab) to/from medical visit- parent/child  *Must schedule 2 days before appointment	Medicaid Eligible	No
<b>Vocational Rehab Louisiana Rehab Services (LRS)</b> <a href="http://www.laworks.net">www.laworks.net</a>	Regional Office Monroe	<b>318-362-3232</b> <b>800-737-2973</b>	Vocational rehab/work support for persons with disabilities, voc counseling & referrals	Eligibility assessment	No
<b>WIC-Nutrition Supports Women Infants and Children Program (WIC)</b>  <b>Partners for Healthy Babies-</b> <a href="http://1800251baby.org/">http://1800251baby.org/</a>	Toll free National helpline  Louisiana Bureau of Family Health	<b>800-251BABY</b> <b>800-251-2229</b>	Food and formula Nutrition education Breastfeeding support  Health and pregnancy resources	WIC program - financial criteria *Must keep MD appointments	MD signs WIC app & referral